

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

METHOD, SYSTEM, AND PROGRAM FOR CUSTOMER SERVICE AND SUPPORT MANAGEMENT

the specification of which (check one)

is attached hereto.

was filed on _____

as Application Serial No. _____

and was amended on _____ (if applicable).

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, Section 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, Section 119(a)-(d) or Section 365(b) of any foreign application(s) for patent or inventor's certificate, or Section 365(a) of any PCT International application which designated at least one country other than the United States, listed below and have also identified below any foreign application for patent or inventor's certificate or PCT International application having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s)

Priority Claimed

None _____ - Yes No
(Number) (Country) (Day/Month/Year Filed)

I hereby claim the benefit under Title 35, United States Code, Section 120 of any United States application(s) or Section 365(c) of any PCT International application designating the United States, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT International application in the manner provided by the first paragraph of Title 35, United States Code, Section 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, Section 1.56, which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

None _____
(Application Serial No.) (Filing Date) (Status) (patented, pending, abandoned)

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

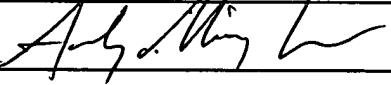
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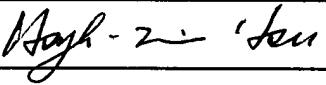
POWER OF ATTORNEY: David W. Victor, Reg. No. 39,867; William K. Konrad, Reg. No. 28,868; Gary D. Mann, Reg. No. 34,867; Alan S. Raynes, Reg. No. 39,809; and Richard K. Yoon, Reg. No. 42,247

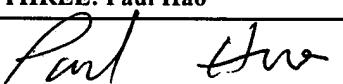
Send correspondence to:

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Beverly Hills, CA 90212

Direct all telephone calls to Richard Yoon at (310) 557-2292

FULL NAME OF INVENTOR ONE: Andy Ming Lee	
INVENTORS SIGNATURE: 	DATE: March 30, 2001
RESIDENCE: 1569 S. Westridge Drive, West Covina, CA 91791	
CITIZENSHIP: U.S.A.	
POST OFFICE ADDRESS: same as residence	

FULL NAME OF INVENTOR TWO: Hsyh-Min Hsu	
INVENTORS SIGNATURE: 	DATE: March 30, 2001
RESIDENCE: 20568 E. Oak Meadow Lane, Diamond Bar, CA 91765	
CITIZENSHIP: U.S.A.	
POST OFFICE ADDRESS: same as residence	

FULL NAME OF INVENTOR THREE: Paul Hao	
INVENTORS SIGNATURE: 	DATE: March 30, 2001
RESIDENCE: 3430 Castleford Place, Rowland Heights, CA 91748	
CITIZENSHIP: U.S.A.	
POST OFFICE ADDRESS: same as residence	

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FULL NAME OF INVENTOR FOUR: Shyh-Tyng Edward Sun	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 20518 E. Oak Meadow Lane, Diamond Bar, CA 91765	
CITIZENSHIP: Republic of China	
POST OFFICE ADDRESS: same as residence	

FULL NAME OF INVENTOR FIVE: Tracy Tseng	
INVENTORS SIGNATURE:	DATE: March 30, 2001
RESIDENCE: 9209 Conifer Lane #G, Rancho Cucamonga, CA 91730	
CITIZENSHIP: U.S.A.	
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CITIZENSHIP: U.S.A.

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